



General Services Administration
Northwest/Arctic Region
Jackson Property Management Team
915 Second Avenue, Room 1894
Seattle, WA 98174

April 26, 1999

MEMORANDUM FOR RECORD

FROM: STEVEN M. DAVID
PROPERTY MANAGER (10PM1A)

SUBJECT: Quarterly Client Meeting Minutes

The quarterly client meeting for the third quarter of FY99 was held on April 21, 1999 in room 2866 of the Jackson Federal Building. Those in attendance are listed on the attached sign-in sheet.

The following items were addressed:

1. Custodial & Grounds. The custodial contract supervisor, Silvano Gonzalez, was in attendance to address questions and concerns. Attendees were reminded again that standard level cleaning is accomplished after normal building hours starting at 5:30 p.m. However, special requests would be accommodated through RWA reimbursement to GSA as above standard service. Attendees were also notified that telephone books would be recycled if tenants would place the old books in the corridor adjacent to the freight elevators. There were no other comments or concerns regarding custodial or grounds issues.

2. Service Calls & Maintenance. There were no tenant comments or concerns regarding service call or maintenance issues.

3. Security & Safety. The GSA Protection Services did not have a representative in attendance. Several attendees reported that there were problems again with the guards regarding late afternoon flirting and unprofessional behavior on the 4th floor lobby. Additionally, there were complaints that the guards were enforcing the entry policy inconsistently. Building Manager, Steve David, agreed to discuss with Protection Services to ensure the situation was corrected. There were no other comments or concerns regarding security or safety issues.

4. Cafeteria. Cafeteria manager, Michael Lesh, reminded attendees that cafeteria-closing time had been changed from 3:00 PM to 2:00 PM. Michael also explained the reasons behind the recent menu price increases (driven by Department of Labor mandatory wage rate increases).

Steve David reported that a special food service survey would be conducted on Wednesday, April 28th in an effort to redesign services to meet the changing needs of tenants who work outside of normal building operating hours. There were no other comments or concerns regarding the cafeteria.

5. Projects. There were no tenant comments or concerns regarding service call or maintenance issues.

6. Telecommunications. Steve David reminded attendees that GSA Telecommunications representative, Jerry Demaray, was now telecommuting from home, but could still be reached at the same numbers. Steve also reminded attendees of the broadcast voicemail system that the Building Manager would utilize on special occasions to make announcements to all occupants on the building voicemail system (such as earthquake results or the reason behind flags at half-staff).

Several attendees reported that they find occasions in which they cannot call outside the building and receive a "fast busy signal." Joyce Chapman, of NHTSA, reported that someone (maybe the "Telephone Company") is giving out their phone number, as the number for the Jackson Building and it's becoming quite a nuisance. There were no other comments or concerns regarding telecommunications.

7. Open Discussion. Additional items discussed included the following: a) The "Take Our Children to Work Day" event had to be limited to the first 200 children to pre register due to the Seattle area teacher's strike; b) The building-wide cable television system is in operation. There is no charge for service other than the initial cable installation between corridor closets and tenant space; c) The building web site is in operation and a special demonstration will be held in the Auditorium sometime in May; d) A lactation center had been established in the 5th floor Health Unit as a result of comments from the building survey conducted last fall.

There was no other business. The next meeting is scheduled for 10:00 a.m., July 14, 1999 in The Evergreen Room (3086). A notification memo will be faxed approximately two weeks prior and an agenda faxed one day prior to the meeting.

Attachments (1)

cc:10PM1A (Official, Reading)

e-mail copies to: R. Buffington & B. Allan (10PMF), C. Liljenberg (10PM1), S. Forster (10PM1B), H. Berglund (10PCB), P. Chan (10PT), A. Shoda (10PF), J. Demaray (10TT-SE)

faxed copies to : JFB Client List